

VP Customer Support

Unique opportunity in a fast growing international company in the 3D-printing industry

Background

We are looking for a high profile entrepreneurial individual to lead and develop our Customer Support organisation. Customer Support currently employs some 70 people, including subsidiaries, and supports some 200 customers WW. Annual Aftermarket sales is currently about 200 MSEK.

Responsibilities, tasks

The VP of Customer Support has a key role in Arcam's future expansion, being responsible for developing and managing Arcam's support organisation. By providing state of the art sales and technical support to customers worldwide, the Customer Support organisation is instrumental in driving Arcam's EBM sales.

The responsibilities include;

- develop a state of the art, profitable aftermarket operation
- provide technical support as needed to assure high up-time and excellent customer satisfaction for accounts globally
- spare parts and consumables sales and distribution
- business development of Arcam's aftermarket offering
- to build the organisation for continued growth and to strengthen and develop leadership both in Sweden and globally
- development of processes, methodology and training for clients and within the aftermarket organisation

Qualifications

We are looking for an entrepreneur with hands on experience from customer support in a capital goods technology business with;

- demonstrated track record of building and motivating strong, world-class teams dedication to excellent customer service and customer care
- experience from managing a global distributed organisation
- strong communication skills, excellent leadership and people skills
- business orientation and sense of urgency when it comes to solving customer problems

An undergraduate degree in engineering is required and an advanced degree is strongly desired, but not required.

Reporting relationships

The VP CS will report directly to the President of Arcam EBM and be part of the management team.

The Customer Support organization in Sweden is currently organized into Direct Support ROW, Application support, Global Support and System delivery.

The support organization also includes teams in the US, UK, Italy, Germany and China.

Compensation

The compensation package will be highly competitive, and will consist of a base salary and performance-driven bonus.

The Company

Arcam EBM provides cost-efficient Additive Manufacturing solutions for production of metal components. Arcam's Electron Beam Melting (EBM[®]) technology offers design freedom combined with excellent material properties and high productivity. Arcam is, through our solution orientation and comprehensive product offering, an innovative partner for advanced manufacturing, primarily in the aerospace and medical industries.

Arcam provides EBM systems through Arcam EBM in Sweden, powder metals through AP&C in Canada and implant contract manufacturing through DiSanto in the U.S.

Contact

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For more information about Arcam, please visit www.arcam.com